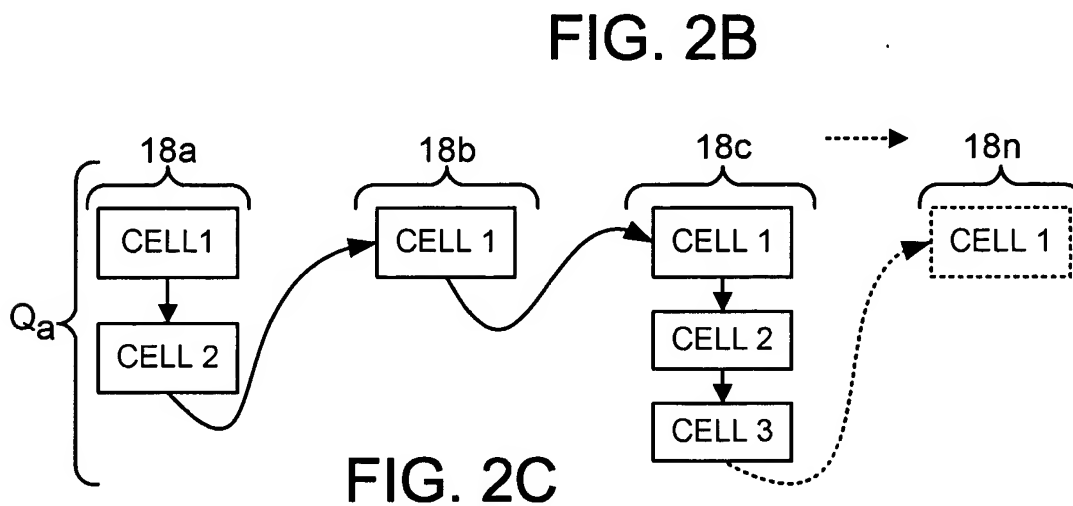
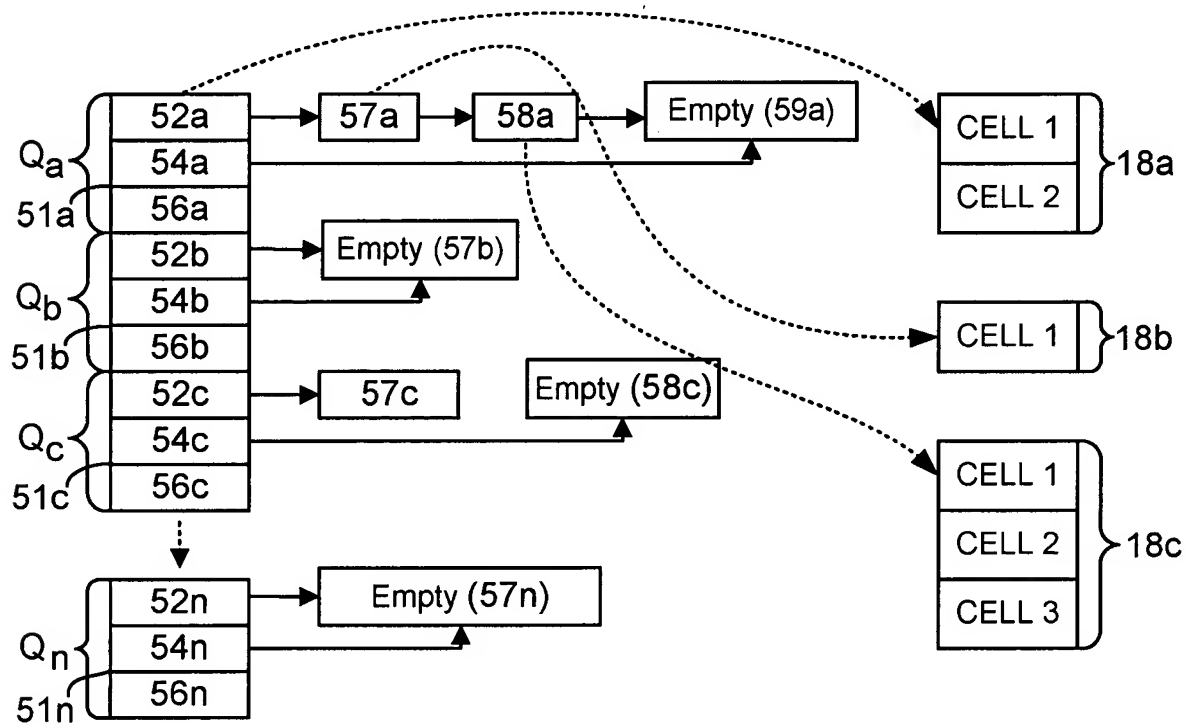
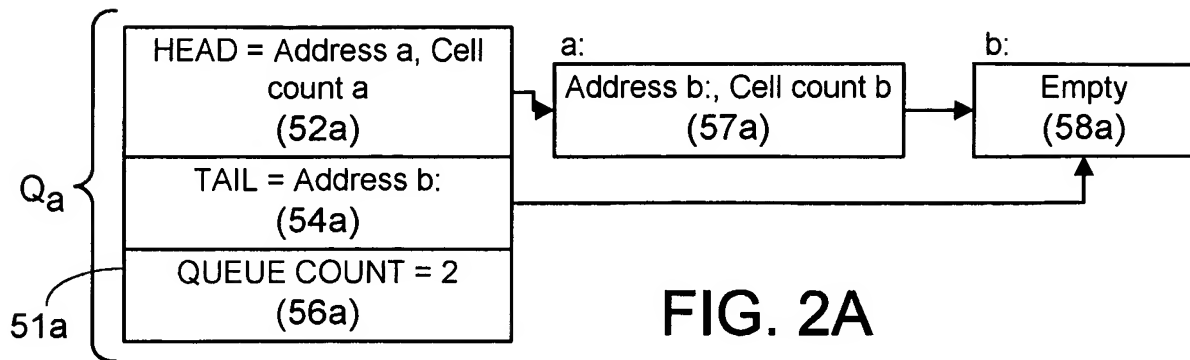


FIG. 1



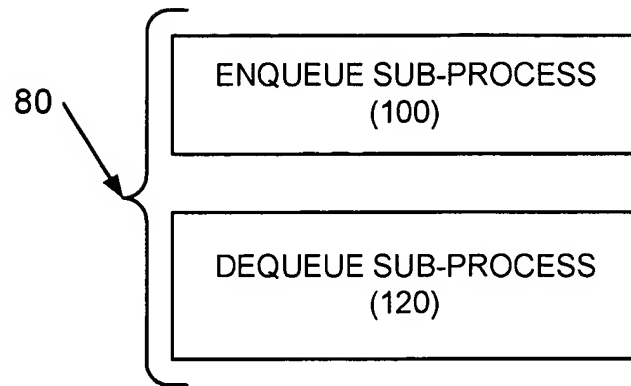


FIG. 3

# REPLACEMENT SHEET

Appln No.: 10/020,815

Page 4 of 4

Applicant(s): Gilbert Wolrich et al.  
QUEUE MANAGEMENT

